





# Who is NC 811 ORG

A non-profit organization funded by facility owners and operators for the purpose of notifying potentially affected facilities of proposed excavation.

## Why should you call 811?

- So you don't damage underground utility lines
- Protect yourself and your neighborhood
- It's the law in North Carolina





Anyone planning on disturbing the earth must contact 811 to have their underground utilities such as

- Gas
- Water
- Electric
- Telecommunication
- Sewer lines

located before they dig.



## How much does the 811 service cost?



\*There is no cost to have publicly owned and managed utilities marked before excavation. Private utility locating will incur a cost.



### Step One: Have your information ready

- Contact Number
- Full Address (include the county)
- Location Relative to City Limits (inside or outside)
- Subdivision Information (if applicable)
- Nearest Cross-Street (within 1/4 mile)
- Exact Area to be Located (indicate if marked with white paint or flags)
- Scheduled Work Date, Time, and Duration
- Type of Work Being Done
- Client or Project the Work is For



## White Line your dig site

To help utility locators know precisely where you plan on digging, mark the area with white water soluble paint or white flags. White is the <u>only</u> color that can be used to premark your excavation area.



### Contact 811

- Call 811, Use Remote Ticket Entry or Single Address Ticket and submit a locate request.
- Once your locate request is completed, you will receive a ticket number along with a list of utility companies notified by North Carolina 811. Keep in mind, this list does not guarantee that each company has buried utilities on your property, nor that every utility company is a member of North Carolina 811.
- Be sure to note the names of the utility companies for easy reference.



## Remote Ticket Entry

Single Address Ticket



### **Step Two: Wait the required time**

Member facilities have three full working days, starting at 11:59 p.m. the day the request is made, to mark the locate area requested for their underground utilities or notify the excavator of no conflict in that area.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Good to excavate	
		Locate called in	Day 1	Day 2	Day 3	Good to excavate
			Locate called in	Day 1	Day 2	Weekends & holidays are excluded
Weekends & holidays are excluded	Day 3	Good to excavate				



## Your ticket is valid for 15 days

- This includes the 3 full working days the ticket is being located. If more time is needed past the 15<sup>th</sup> working day, update your ticket by the 12<sup>th</sup> day to allow for the new 3 full working day notice.
- Only the person that called in the ticket may update it, and only that person or company is covered on that locate request.

SUN	MON	TUE	WED	THU	FRI	SAT
41-1111	Locate called in	Day 1	Day 2	Day 3	Day 4	G .
G.	Day 5	Day 6	Day 7	Day 8	Day 9	G .
G.	Day 10	Day 11	Day 12	Day 13	Day 14	G .
G.	Ticket Expires at 11:59pm Day 15					

## **Updating or Revising a locate request**



## PLEASE WOLL

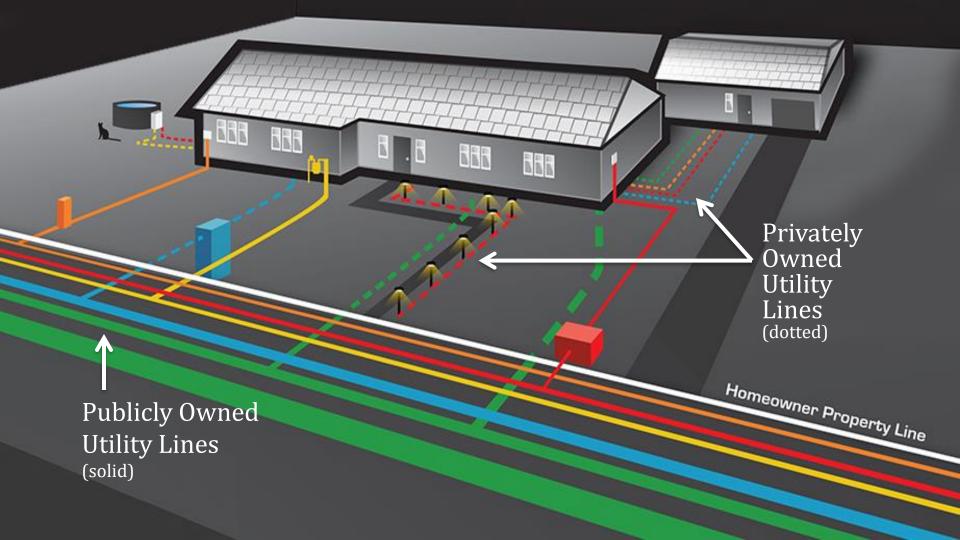
North Carolina 811 does NOT perform locates. They transmit your information to the utilities, then those utilities send out locators to mark your underground lines.



## What won't get located when I contact 811?

Utilities generally only locate the lines they own. Lines installed by businesses or homeowners, such as those running to other structures or utility devices on the property, are considered private and typically aren't located. Water and sewer companies usually locate main water lines within easements and rights-of-way and the lines leading to a meter, but they may not locate the lines running from the meter to the home or sewer laterals.





## How do I find a private line locator?

NC811 provides a listing of contract and private line locators on nc811.org and the NC811 app.

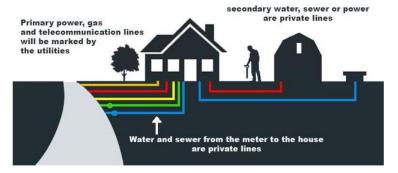
#### **CONTRACT & PRIVATE LINE LOCATORS**

#### What Is A Private Line?

Water, sewer and storm drain lines are marked within the right of way or to the meter, and not on private property. Lines from the right of way or meter to the residence or business are private lines and you will need to contact a private line locator to have these lines located. Member facility owners are not responsible for marking private lines. You must contact any non-member facility owners not listed on your location request directly to request their facilities to be located and marked

#### What lines are considered private lines?

You must pay a private line locator to locate lines on private property. Private lines are maintained by the property owner and not the utility or service provider.



## **Step Three: Check Positive Response**



Be sure that all utilities have responded to your locate request. You can do this by checking Positive Response.





## + Response

The excavator can use the ticket number to check the positive response by visiting nc811.org or using the NC811 app and entering the ticket number. If an email address is provided when the ticket is created, NC811 will send a positive response email to that address after the three full working days. This email will include all the responses received from the members by that time.

## **Step Four: Respect the marks**



#### **APWA UNIFORM COLOR CODE**

FOR MARKING UNDERGROUND UTILITY LINES





PROPOSED EXCAVATION



COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT



TEMPORARY SURVEY MARKINGS



**POTABLE WATER** 



ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES



RECLAIMED WATER, IRRIGATION, AND SLURRY LINES



GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS



**SEWERS AND DRAIN LINES** 

For all locate requests, call 811 or 1-800-632-4949

Need the status of a locate? 1-877-632-5050



## 3 Hour Notice vs Destroyed Marks

When to use each

#### **3 Hour Notice**



Evidence of unmarked utilities in the area



3 working days have passed and no response from locators

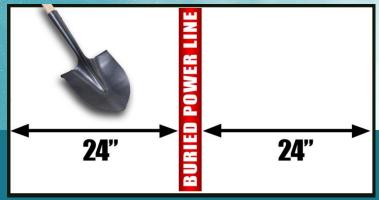
### **Destroyed Marks**



Area was located but markings have been destroyed due to weather, mowing, etc.

## **Step Five: Dig with Care**





Dig with hand tools 24" on either side of the marked utility

### The Tolerance Zone

Before using any mechanized equipment you must first expose the utility.



### MAKING THE 811 SYSTEM MORE EFFICIENT HOW EXCAVATORS CAN HELP





#### Damage Prevention is a shared responsibility

Contacting 811 is only the first step to safe digging. Here are a few more tips to help you along your way.



#### **NEAR TICKET**

Field employee misplace their locate request number? Resident with mystery markings in your yard? No need to panic, NC811 has just what you are looking for. NEAR TICKET allows you to see a listing of active excavation notifications in your immediate vicinity via the GPS on your phone or PC.

#### **PRIVATE LINES**

Primary power, gas and telecommunication lines will be marked by the utilities that manage them. Secondary water, sewer, gas and electric are considered private lines and will not be marked when contacting 811. Water, sewer, and storm drain lines are only marked within the right of way or to the meter, and not on private property. Lines from the right of way or meter to the residence or business are private lines and you will need to contact a private line locator to have these lines located. Also note, you must contact any non-member facility owners not listed on your location request directly to request their facilities to be located and marked.

#### WHITE LINING

Sometimes it is difficult for excavators to relay the exact location of their dig sites to the one call center. Even clear and accurate information relayed in writing or verbally to one person may not be clear to another. With white lining, locators have excavation information on paper, and also have a clearly marked excavation area. White lining helps to avoid misinterpretation and allows for more accurate locates.



#### **Positive Response**

Check the status of your locate request with Positive Response.



#### **Single Address Ticket**

Have utilities located for a single address, residence or business using Single Address Ticket



#### Update Lite

Update Lite allows excavators to update a locate request.



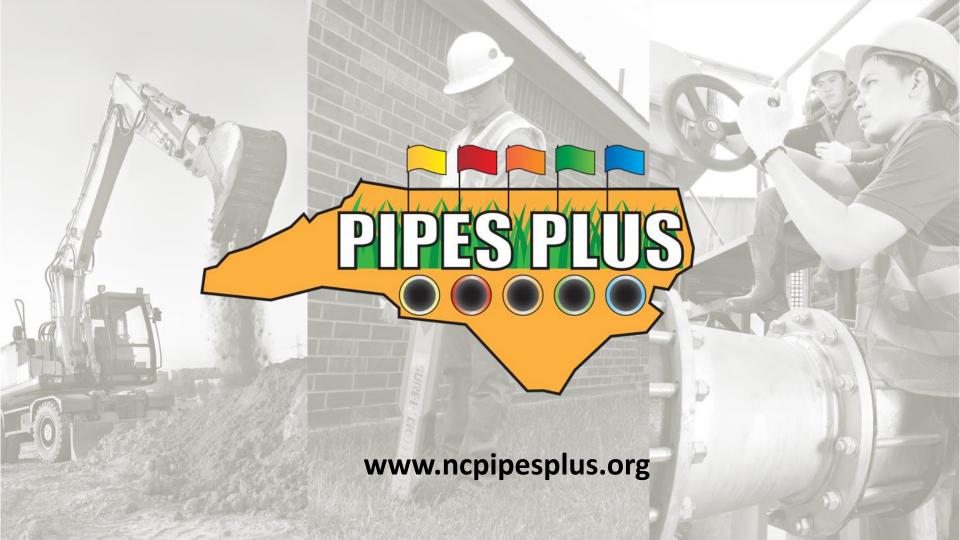














## SAFETY IS IN YOUR HANDS. **EVERY DIG. EVERY TIME.**





Do you have any questions?